SATERN Article Template #1 - Awareness
9/30/2009

About this Communication Tool:

The SATERN Upgrade Article Series is a tool that the Agency SATERN Change Management Team provides to Center and Discipline Change Management (CM) Representatives to help them communicate effectively about the SATERN Upgrade with their key audiences.

Each article is intended for use in existing Center and Discipline newsletters, Web sites, and/or e-mail communications. Using existing, accepted vehicles is one effective way to communicate about new initiatives within an organization. The objective of the article series is to raise awareness among key audiences about the SATERN Upgrade, so that audiences know what the SATERN Upgrade is, why NASA is implementing this updated version for learning management, and how NASA employees will be impacted.

The Agency SATERN Change Management Team will provide article content; however, Center and Discipline CM Representatives should edit and add additional content to tailor the article to best meet the communications needs and interests of their particular audiences. Center CM representatives should also engage their Training Office in finalizing article content prior to submitting it to the newsletter, posting it to the Web site, or sending the e-mail message.

Each article will include many of the core messages outlined in the SATERN Upgrade Communications Guide, while also including updates on the system upgrade and any other new information relevant to a wide range of SATERN stakeholders.

We recommend including an article about SATERN in existing Center or Discipline publications monthly, or more frequently as project updates occur, to provide ongoing communications to key audiences about what is happening and why, how they will benefit from the changes, and what is expected of them as related to the SATERN Upgrade.

Content for SATERN Upgrade Article #1:

Suggested Title: **Better SATERN Planned for December**

The upgrade of the System for Administration and Educational Resources for NASA (SATERN) is the implementation of a new version of NASA's Learning Management System (LMS) that offers improved Web-based access to training and career development resources. This December, NASA will be upgrading the LMS software to improve functionality and security, and increase compatibility with current desktop browsers and operating systems.

In an effort towards standardization, the upgraded system will have a new login process and a new online external training request form. The new login credentials are consistent with NASA's Access Launchpad, using an employee's Agency User ID (AUID) and profile password. For external training requests, the current NASA Form 1735 (NF-1735) will be replaced by the Office of Personnel Management (OPM) Standard Form 182 (SF-182).

Additional enhancements to SATERN will include better searching capabilities, improved e-mail notifications, additional IDP functionality, and a more user-friendly look and feel. SATERN users can be assured that any data in the current SATERN system will be available in the new version, including learning histories, IDPs, and external training requests (NF-1735s).

Training and support on the new functionality will be available to all SATERN users, supervisors, and administrators. Users will be able to access a new Web-based tutorial, job aids, and additional resources on the SATERN Information Web site at https://saterninfo.nasa/gov. For more information on the SATERN Upgrade, contact *<Center/Discipline>* representative, *<name>*, at *<contact information>*.